

The General terms and conditions, the Property definitions and the following terms and conditions all apply to this section.

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**Special definitions  
for this section**

<b>Contents</b>	<p>The contents of <b>your office</b> used in connection with the <b>business</b> which belong to <b>you</b> or for which <b>you</b> are legally responsible, including:</p> <ol style="list-style-type: none"><li><b>computers</b>;</li><li>goods held in trust, stock and samples;</li><li>works of art or precious metals;</li><li>tenants improvements, decorations, fixtures and fittings and general contents including, if attached to the building, external signs, aerials and satellite dishes;</li><li>pipes, ducting, cables, wires and associated control equipment within the <b>business premises</b> and extending to the public mains.</li></ol> <p><b>Money</b> and <b>personal effects</b> are not included within this definition.</p>
<b>Hacker</b>	Anyone who maliciously targets <b>you</b> and gains unauthorised access to <b>your</b> website, intranet, computer system, network, telephony equipment or data that <b>you</b> hold electronically.
<b>Money</b>	Cash, bank and currency notes, cheques, travellers' cheques, postal orders, money orders, crossed bankers' drafts, current postage stamps, savings stamps and certificates, National Insurance stamps, trading stamps, gift tokens, customer redemption vouchers, company sales vouchers, credit card counterfoils, travellers' tickets, VAT purchase receipts, contents of franking machines and, insofar as they are not otherwise insured, holiday-with-pay stamps and luncheon vouchers, all belonging to <b>you</b> .
<b>Personal effects</b>	Articles worn, used or carried about the person, excluding cash, bank and currency notes and jewellery.
<b>Rent payable</b>	Rent for the <b>office</b> that <b>you</b> must legally pay whilst the <b>office</b> or any part of it is unusable as a result of <b>damage</b> insured by this section.

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<b>What is covered</b>	<b>We</b> will insure <b>you</b> against <b>damage</b> occurring during the <b>period of insurance</b> to <b>contents</b> contained in the <b>office</b> and any other items specified in the schedule.
<b>Additional cover</b>	The following are also provided up to the amount shown in the schedule:
Costs following glass breakage	<ol style="list-style-type: none"><li>the necessary and reasonable costs <b>you</b> incur following breakage or scratching during the <b>period of insurance</b> of glass, which belongs to <b>you</b> or for which <b>you</b> are legally responsible, for:<ol style="list-style-type: none"><li>temporary boarding-up;</li><li>repair of window frames or removal or replacement of fixtures and fittings in the course of replacing the glass;</li><li>replacement lettering or other ornamental work and alarm foil on glass.</li></ol></li></ol>
Additions to contents	<ol style="list-style-type: none"><li><b>damage</b> occurring during the <b>period of insurance</b> to any additional <b>contents</b>, provided <b>you</b> tell <b>us</b> the additional values as soon as possible and pay the appropriate premium.</li></ol>
Money	<ol style="list-style-type: none"><li><b>damage</b> occurring during the <b>period of insurance</b> to <b>money</b> held in connection with the <b>business</b>:<ol style="list-style-type: none"><li>in the <b>office</b> while open for business;</li><li>in the <b>office</b> in a locked safe;</li><li>in transit within the United Kingdom of Great Britain and Northern Ireland, the Channel Islands, the Isle of Man and the Republic of Ireland or whilst at the home of any partner, director or employee of <b>yours</b> in the United Kingdom of Great Britain and Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland.</li></ol></li></ol>

## Property – contents (office)

### Policy wording

Identity fraud	4. the following reasonable and necessary expenses <b>you</b> have to pay solely as a direct result of an <b>identity fraud</b> occurring during the <b>period of insurance</b> : <ol style="list-style-type: none"> <li>a. solicitor's fees to defend a claim against <b>you</b> by financial institutions, to remove incorrect judgments, to challenge a credit rating or to witness <b>your</b> signature;</li> <li>b. the cost of sending letters by certified post and making telephone calls to the police, financial institutions and credit agencies;</li> <li>c. fees charged when <b>you</b> re-apply for a commercial loan that was originally rejected.</li> </ol>
Personal effects	5. <b>damage</b> occurring in the <b>office</b> during the <b>period of insurance</b> to the <b>personal effects</b> of <b>your</b> employees or visitors to the <b>office</b> provided they are not insured elsewhere.
Reconstitution of electronic data	6. the reasonable cost of <b>reconstitution of data</b> as a direct result of <b>damage</b> covered under this section.
Reconstitution of other business documents	7. the reasonable costs of replacing or reconstituting <b>your</b> business documents that are not held electronically and which <b>you</b> need to continue <b>your business</b> , if such documents have been lost or destroyed as a direct result of <b>damage</b> covered under this section.
Lock replacement	8. the costs <b>you</b> incur to replace locks and keys necessary to maintain the security of <b>your business premises</b> or safes following theft of keys involving force and violence occurring during the <b>period of insurance</b> .
Building damage by theft	9. the cost of repairing <b>damage</b> occurring during the <b>period of insurance</b> to the <b>office</b> buildings caused by theft or attempted theft and for which <b>you</b> are legally liable.
Personal assault following robbery or attempted robbery	10. compensation as shown in the schedule if any partner, director or employee of <b>yours</b> is physically injured in the course of <b>your business</b> in a robbery or attempted robbery occurring during the <b>period of insurance</b> either at the <b>office</b> or within the <b>geographical limits</b> and dies or is permanently disabled solely and directly as a result of the injury within two years from the date it happened. This cover only applies to people aged between 16 and 70 at the start of the <b>period of insurance</b> .
Metered water and fuel	11. the cost that <b>you</b> incur for any metered water and fuel used at the <b>business premises</b> when such water or fuel has been accidentally released or rendered unusable for its intended purpose as a direct result of <b>damage</b> occurring during the <b>period of insurance</b> to any storage tank, equipment or piping resulting from a cause not otherwise excluded.
Undamaged tenant's improvements	12. tenant's improvements if <b>your</b> lease is cancelled by the lessor as a consequence of <b>damage</b> occurring during the <b>period of insurance</b> to the <b>business premises</b> , provided the cancellation is a valid condition of <b>your</b> lease and tenant's improvements are an insured item under this <b>policy</b> .
Contents temporarily elsewhere	13. <b>damage</b> occurring during the <b>period of insurance</b> to <b>contents</b> , excluding laptops, mobile phones and other portable equipment, temporarily elsewhere in the United Kingdom of Great Britain and Northern Ireland, the Channel Islands, the Isle of Man and the Republic of Ireland, including whilst in transit.
Contents kept at home	14. <b>damage</b> occurring during the <b>period of insurance</b> to <b>contents</b> used and kept at the home of any partner, director or employee of <b>yours</b> for the purposes of the <b>business</b> , provided the home is in the United Kingdom of Great Britain and Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland.

## What is not covered

We will not make any payment for:

1. **damage** caused by:
  - a. wear and tear, inherent defect, rot, fungus, mould, vermin or infestation, or any gradually operating cause;
  - b. dryness or humidity, being exposed to light or extreme temperatures, unless this is a result of **storm** or fire;
  - c. coastal or river erosion;
  - d. a rise in the water table;

## Property – contents (office)

### Policy wording

- e. theft from an unattended vehicle unless the item is out of sight in a locked boot;
  - f. frost, other than **damage** due to water leaking from burst pipes forming part of the permanent internal plumbing provided the **office** is occupied and in use;
  - g. **date recognition**;
  - h. a **virus** or **hacker**.
2. **damage** to **property** being cleaned, worked on or maintained.
  3. **damage** to any **computers, equipment**, oil or water storage tanks or electrical or mechanical plant or equipment directly resulting from its own **failure**.
  4. loss or distortion of information resulting from error or malfunction of **computers**.
  5. the value to **you** of any lost or distorted information.
  6. misuse, inadequate or inappropriate maintenance, faulty workmanship, defective design or the use of faulty materials.
  7. unexplained loss or disappearance or inventory shortage.
  8. loss due to clerical or accounting errors.
  9. loss by fraud or dishonesty of any partner, director or employee of **yours**, unless the loss is notified to **us** within ten working days of its discovery by **you**.
  10. financial loss due to **your** parting with title or possession of **property** or rights to **property** prior to receiving payment in full.
  11. any indirect losses which result from the incident which caused **you** to claim.
  12. pollution or contamination except **damage** to insured **property** which is not otherwise excluded and which is caused by:
    - a. pollution or contamination which itself results from insured **damage** covered under this section; or
    - b. **damage** which would otherwise be covered under this section which itself was caused by pollution or contamination.
  13.
    - a. **damage** directly or indirectly caused by, resulting from or in connection with **terrorism** or any action taken to control, prevent or respond to **terrorism**;
    - b. **damage** in Northern Ireland directly or indirectly caused by civil commotion.

If there is any dispute between **you** and **us** over the application of this exclusion, it will be for **you** to show that the exclusion does not apply.
  14. **war, confiscation** and **nuclear risks**.
  15. the amount of the **excess**.

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### How much we will pay

#### Repair and replacement

**We** will pay up to the **amount insured** shown in the schedule unless limited below or in the schedule.

At our option **we** will repair, replace or pay for any lost or damaged items on the following basis:

1. for **contents**, other than stock and samples or **personal effects**, the cost of repair or replacement as new.
2. for stock and samples other than second-hand stock or goods held in trust, the cost of repair or replacement at the cost price to **you**.
3. for second hand stock, other than goods held in trust, the cost of repair or replacement at the trade market value.
4. for goods held in trust, the lesser of:
  - i. **your** liability in respect of the goods held in trust; or
  - ii. the cost of repair or replacement at the trade market value of such goods.
5. for **personal effects**, the cost of repair or replacement as new, but not more than the amount shown in the schedule for each incident of loss.

## Property – contents (office)

### Policy wording

Debris removal	<b>We</b> will pay the necessary and reasonable costs and expenses <b>you</b> incur to remove debris of <b>contents</b> from the premises or the area immediately adjacent, following <b>damage</b> insured by this section.
Under insurance	If, at the time of <b>damage</b> , the <b>amount insured</b> is less than 85% of the total value of the <b>contents</b> , the amount <b>we</b> pay will be reduced in the same proportion as the under insurance.
Index linking	The <b>amount insured</b> for <b>contents</b> will be adjusted monthly in line with any increase in nationally published indices. <b>We</b> will not reduce the <b>amount insured</b> without <b>your</b> consent.
Personal assault following robbery or attempted robbery	<b>We</b> will not pay compensation under more than one heading in the schedule for the same injury.
Pairs and sets	If any <b>contents</b> which have an increased value because they form part of a pair or set are <b>damaged</b> any payment <b>we</b> make will take account of the increased value.
Other interests	Any payment <b>we</b> make will take into account the interest of any party having an insurable interest in the <b>contents</b> insured, provided <b>you</b> have advised <b>us</b> of the nature and extent of the interest together with the name and address of that interested party.

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## Your obligations

If any damage occurs	<p><b>We</b> will not make any payment under this section unless <b>you</b>:</p> <ol style="list-style-type: none"> <li>1. notify <b>us</b> promptly of any <b>damage</b> which might be covered;</li> <li>2. report to the police, as soon as reasonably possible, any <b>damage</b> arising from theft, arson, malicious damage, riot or civil commotion and obtain a crime reference from them; and</li> <li>3. arrange for urgent repairs to be done immediately. Before any other repair work begins <b>we</b> have the right to inspect the damaged <b>property</b>. <b>We</b> will tell <b>you</b> if <b>we</b> want to do this.</li> </ol>
Backing-up electronic data	<b>You</b> must take all reasonable steps to make back-up copies of data at least once a week and keep the copies away from the <b>office</b> . If <b>you</b> do not, <b>we</b> may reduce any payment <b>we</b> make by an amount equal to the detriment <b>we</b> have suffered as a result.
Protections	<ol style="list-style-type: none"> <li>1. <b>You</b> must ensure that all fire alarms, security systems and physical protections notified to <b>us</b> are in full operation whenever the <b>office</b> is left unattended, unless <b>you</b> have already advised <b>us</b> that a system is not working properly.</li> <li>2. <b>You</b> must also advise <b>us</b> as soon as reasonably possible if for any reason a system is not working properly. <b>We</b> may then vary the terms and conditions of this <b>policy</b>. All systems must be regularly serviced under contract by a reputable company at least annually.</li> </ol> <p><b>We</b> will not make any payment under this section in respect of any incident occurring whilst <b>you</b> are not in compliance with these conditions unless <b>you</b> can demonstrate that such non-compliance could not have increased the risk of the <b>damage</b> occurring in the circumstances in which it occurred.</p>
Unoccupancy	<p><b>You</b> must tell <b>us</b> immediately if the <b>office</b>, including any self-contained areas of the buildings, will be left unoccupied or will not be used for more than 30 consecutive days. <b>We</b> may change the terms and conditions of this <b>policy</b> or impose additional requirements that <b>you</b> must carry out. If <b>we</b> impose additional requirements <b>we</b> will tell <b>you</b> the timeframes within which <b>you</b> must carry them out.</p> <p>If <b>you</b> do not tell <b>us</b>, <b>we</b> will not make any payment for <b>damage</b> occurring while the <b>office</b> is unoccupied.</p>